

Process Name: Accounts Receivable		Process Identifier: AR	
Sub-Process Name: Customer Maintenance		Sub-Process Identifier: AR-1	
Sub-Process Purpose and Objectives: To add or maintain “customers” for Receivables			
Sub-Process Description: The State uses STARS to maintain a vendor file, which is also where Customers for Accounts Receivable/Revenue are stored. Responsibility for maintaining the vendor file is shared between the Division of Accounts (Accounts) and the agencies. Some agencies have the ability to change and/or add customers to the system. Accounts maintains all other changes or additions to the vendor/customer table within STARS. The need for a new customer may arise from a loan or insurance transaction to an organization or individual not previously added to the vendor/customer database.			
The process for maintaining all types of customers is the same. The agency may change or add a record directly into STARS If they have the proper authority. Otherwise the request is forwarded to Accounts to make the change or addition in STARS. If the Customer added is an ACH customer, or if an existing ACH customers bank or routing information is changed, then STARS will automatically send a Pre-Note to the proper financial institution.			
Sub-Process Trigger(s): <ul style="list-style-type: none">Contract for LoanInsurance Form/ContractCOBRA FormsTMIS manual formsOther Misc Receivables		Key Sub-Process Participants: <ul style="list-style-type: none">AgenciesDivision of Accounts	
Inputs:			
Input	Format	Volume/Time	Suppliers
SEIS Interface	Electronic	1,100/week	ISM
Vendor Maintenance Form	Manual	500/week (Accts only)	Accts & Agencies
ACH Form	Manual	150/week	Accounts

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Outputs:			
Output	Format	Volume/Time	Recipients
Pre Note	Electronic	App. 20 per day	Bank
Performance Measures Tracked:			
Measure	Approx. Value	Target Value	
None			
Laws, Regulations, and Policies That Govern Sub-Process:			
Current Sub-Process Issues/Problems: Unable to distinguish Customers vs. Vendors (minor)			
Improvement Opportunities: None			
Opportunity <i>Merge cells to link one Opportunity to multiple impacts)</i>		Organizational Impacts <i>(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)</i>	
Establish a customer file for accounts receivable that is independent of the vendor file used for purchasing and accounts payable activities		New standardized process for all agencies with receivables that are not maintained in a programmatic system to follow	
Applications that Support the Sub-process			
Application Name(s) <i>(Internal name and vendor's name)</i>		Technology Description <i>(Programming vendor, language, platform, database, etc.)</i>	
Statewide Accounting and Reporting System (STARS)		STARS is KPMG's mainframe governmental accounting system. It is written in COBOL and uses an IMS database.	

